

APPENDIX A-7

FHWA Incident Management Survey Questionnaire and Cover Letter



U.S. Department
of Transportation

Federal Highway
Administration

Region 7
Iowa, Kansas
Missouri, Nebraska

Federal Building Room 220
100 Centennial Mall North
Lincoln, Nebraska 68508-3851

July 28, 1994

In Reply Refer To:
HOP-NE

Mr. <addressee>
<organization>
<address>
<address>

Dear Mr. <addressee>:

Omaha Metro Area, Traffic Incident Management

In April, 1993, your agency participated in the Federal Highway Administration (FHWA) workshop on Traffic Incident Management. About 15 agencies from the Omaha metro area were represented. Many problems were surfaced and many good ideas were generated. Unfortunately, follow-up was delayed. However, activities are now underway that will hopefully lead to an incident management program that will benefit all involved agencies, as well as the public.

The first step is to quantify and document the following:

1. The numbers, types, and locations of incidents.
2. The response: who, how, when, etc.
3. The impacts of these incidents on responding agencies-
4. The overlap in procedures among agencies.

The attached questionnaire is designed to briefly provide this information. Please give it prompt attention and return it to any of the contacts listed below by August 22, 1994.

This information will be analyzed and summarized in a report. That report will also contain a summary of the April, 1993, workshop and will lay out a proposed specific course of action. The recommended steps may include items such as:

- Establish a task force;
- Quantify the costs of incidents to the agencies, the victims, and the public;

- Identify all resources in the area presently available for incident response;
- Develop a plan to optimize use of these resources;
- Implement easy-to-do things, and start on the rest;
- Identify shortcomings in available resources; and
- Identify and seek out all available funding sources; both 'obvious and innovative.

Copies of the draft report will be circulated to all involved agencies for comment, and meetings held as necessary to resolve any difficult issues. The finalized report will hopefully serve as a framework for implementation of both short-term and long-term incident management improvements.

We realize that all agencies are being asked to do more and more with less and less, and that this initiative will require some valuable time. However, the overwhelming consensus of workshop participants was that improvement of incident management in the Omaha area could save all involved agencies substantial money and manpower in the long run. The incident problem will continue to grow, and resources will continue to shrink. Please be part of the solution!

Sincerely yours,

Charles A. Culp
Division Administrator

Enclosure

Contacts:

Federal Highway Administration
Mr. Jack Mielke
100 Centennial Mall North
Room 220
Lincoln, NE 68508
(402) 437-5521

Nebraska Department of Roads
Mr. Marvin Lech
4425 South 108th
P.O. Box 37461
Omaha, NE 68137
(402) 595 - 2534

Metropolitan Area Planning Agency
Mr. Paul Mullen
2222 Cuming Street
Omaha, NE 68102-4328
(402) 444 - 6866

Traffic Incident Response Questionnaire'

1. Has your agency undertaken any action to change your incident response procedures since the April 1993 workshop?
2. Do you have a flow chart or written description of your incident response procedures?
3. Do you keep a log of all incidents that you respond to?
4. Do you have incident summaries or related information for the last three years that you can easily share? (NOTE: Any information, in any format, will help!)
5. Can you identify in terms of money, manpower and equipment, an estimate of impacts of incidents on your agency? (even rough estimates will help).
6. What do you perceive as the primary problem(s) with present incident response practices?
7. Please identify the person(s) within your agency who could participate on an initial incident management task force during the next 12-18 months. This commitment would include reviewing about 3 short reports participating in about 3 workshops of a half day or less, and providing coordination with all elements within your agency.

Questions on the above or related matters may be directed to:

FHWA

NDOR

MAPA

- For this study, incidents will be those random events that cause serious traffic hazards or congestion on the area interstates, expressways, and major arterials. For example, disabled vehicles, spilled loads, accidents, debris on road, roadway failure, roadside activities, weather, etc.